

ASSOCIATE VICE PRESIDENT, STUDENT SERVICES

DEFINITION

Under the administrative direction of the Vice President, Student Services, and in support of the Division of Student Services, plans, organizes, controls, and provides administrative direction and oversight for all operations and support functions assigned to Student Services. Provides leadership and oversight for the analysis, development, implementation, and evaluation of specific services and programs that provide direct support to students. Participates and assists in leading strategic efforts to address issues related to student development, student success and student equity, and student persistence and retention. Addresses issues related to the improvement and enhancement of policies, procedures, and program-specific services and interventions for students. Oversees division-wide planning and program development in accordance with the mission, goals, and objectives of the College and the Student Services Division. Exercises general direction and supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision. Coordinates assigned programs and services with other College divisions, departments, officials, outside agencies, and the public. Fosters cooperative working relationships among College departments and with various public and private groups. Provides highly responsible and complex professional assistance to the Vice President, Student Services to address College and division goals, initiatives, and programs. Serves as a member of the Student Services Management Team and the Student Services Team. Coordinates and directs communication, information, resources, and personnel to meet the needs of the Student Services Division. This position is overtime exempt.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President, Student Services. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

The Associate Vice President position oversees, controls, and directs programs and services of the Student Services Division, including short- and long-term planning and program development, outcomes measurement and research efforts, administration of department policies, procedures, and programs; and oversight of Division programs, departments, and services. This position provides direct assistance to the Vice President, Student Services in a variety of administrative, management, analytical, and liaison capacities. Responsibilities include developing, implementing and analyzing student support strategies, coordinating activities of the Division with department, outside agencies, and managing and overseeing the complex and varied functions of the Student Services Division. The incumbent is accountable for accomplishing Student Services Division planning, goals, and objectives and for furthering College goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, organizes, controls, and directs support services functions to assist the Vice President in planning, development, and implementation of College processes and Student Services Division support services.
2. Directly represents the Vice President, Student Services as assigned.
3. Provides administrative leadership and oversight for the implementation of student success strategies, especially those impacting the Student Success and Support Program (SSSP), Student Equity, Admissions and Records, Financial Aid, Disabled Students, Counseling, and Student Discipline.

4. Promotes effectiveness, efficiency, cooperation, coordination, and communication among departments and all constituencies within the Student Services Team.
5. Develops, disseminates, and interprets analytical information related to programs, services, and processes and analytics supportive of educational planning, student learning outcomes, student support outcomes, enrollment trends, accreditation, and required internal and state/federal external reports and provides and/or oversees training in these areas.
6. Assesses, develops, implements, and evaluates strategies to monitor and improve the quality of student support services.
7. Serves as liaison between Student Services and other College departments and teams to collaborate and coordinate mutual efforts.
8. Provides leadership on designated College committees, task forces, and work groups to address critical issues and policies.
9. Assists in ensuring that support services programs and services comply with established College, state and federal standards, requirements, laws, codes, rules, regulations, policies, and procedures.
10. Facilitates and enhances the participation governance processes and relationships through collaboration with faculty, staff, and students.
11. Collaborates closely with colleagues within Student Services and Instruction related to enrollment, registration, curriculum, articulation, transfer, assessment, and advisement.
12. Works effectively with schools and school districts, baccalaureate level colleges and universities, community groups, business and industry, and government and legislative bodies to develop partnerships which result in improved service to the community and to students.
13. Maintains current knowledge of new developments and innovations in community colleges and higher education, recommends changes to maintain relevance of programs and services and to develop new initiatives and interventions to meet students' needs.
14. Supervises and evaluates managers, staff, and faculty; interviews and selects employees; and recommends transfers, reassignments, terminations, and disciplinary actions; coordinates staff work assignments and schedules, and reviews work to assure compliance with established standards, requirements, and procedures.
15. Provides consultation and technical expertise to staff, faculty, administrators, and others concerning College operations and activities; responds to inquiries and provides detailed and technical information concerning College programs, departments, services, curriculum, courses, and related matters; assures proper and timely resolution of student, staff, faculty, and administrative issues, complaints, and conflicts.
16. Develops and prepares annual preliminary budgets for assigned programs, including categorical programs; monitors and analyzes operations, activities, programs, and courses to determine educational and financial effectiveness and operational efficiency; periodically analyzes and reviews budgetary and financial data; controls and authorizes expenditures related to specific programs.
17. Directs the preparation and maintenance of a variety of records and reports, including annual program reviews, grant- and categorically-funded programs; assures that mandated reports are submitted appropriately and according to established timelines.
18. Provides technical information and assistance to the Vice President, Student Services, regarding student support services, activities, student needs and issues; participates in the formulation and development of policies, procedures, and processes related to program compliance and reporting structures.
19. Attends and conducts various meetings as assigned; serves as a member of the Student Services Team; attends and participates in various committees and work groups; prepares and delivers oral presentations concerning College programs, courses, services, needs, and issues.
20. Operates a variety of office equipment including a computer and related software.

21. Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and College policies. Attends College mandated DHR training and participates in DHR investigations as directed. Assist in providing information and resources to individuals who bring forward DHR complaints and reporting possible DHR complaints to the Director, Equal Employment Opportunity Programs in Human Resources and other appropriate authority as necessary.
22. Assumes leadership and performs other duties within the Division and the College as assigned.

QUALIFICATIONS

Knowledge of:

1. Educational policies and practices that impact the development, delivery, and outcomes measurement of support services to students.
2. Specific strategies, research, and techniques to address the unique educational needs of community college students.
3. Diversity, equity, and inclusive practices, strategies, and frameworks.
4. Principles and practices of effective leadership and administration of student services programs, departments, and initiatives.
5. Administrative principles and practices including the development, assessment and measurement of Student Learning Outcomes and Support Services Outcomes, goal setting and strategic planning, monitoring, measuring and reporting of goals, objectives, and outcomes.
6. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
7. Technical, legal, financial, and public relations issues associated with the management of support services and programs.
8. Applicable federal, state, and local laws, regulations, advisory directives, and procedures related to individuals' rights, including non-discrimination and protections related to protected groups and populations.
9. Methods and techniques for the development of presentations, forums, training, correspondence, data compilation, and report writing.
10. Techniques for providing a high-level of customer service by effectively dealing with the public, vendors, students, and staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.
11. Principles and procedures of record keeping, technical report writing, and preparation of correspondence, presentations, and reports.
12. Modern office practices, methods, and computer equipment and applications.
13. English usage, spelling, vocabulary, grammar, and punctuation.

Skills & Abilities to:

1. Work effectively with students, faculty, and staff from diverse backgrounds to promote access, equity, and inclusion.
2. Analyze situations accurately and adopt an effective course of action; plan, prioritize, and organize work; meet schedules and timelines.
3. Make independent decisions within legal and general policy and regulatory guidelines.
4. Identify resources and develop grant or special project applications in partnership with departments, governmental bodies, granting agencies, and the Grant's Office.
5. Plan, organize, coordinate, evaluate, and direct College-wide and divisional operations, activities, programs, and services as assigned and directed.

6. Work collaboratively to institute educational effectiveness strategies, processes, systems, programs, and services.
7. Coordinate and direct communications, educational planning activities, program development functions, and strategies to communicate with students regarding College policies, processes, requirements, and opportunities.
8. Supervise and evaluate the performance of assigned staff, managers, and faculty.
9. Direct and participate in the development, analysis, and implementation of College programs, services, initiatives, and strategies.
10. Develop, initiate, document, and evaluate processes related to goals, objectives, strategic actions, key performance indicators, and outcome measurements.
11. Assure proper and timely resolution of issues, complaints, conflicts, and grievances.
12. Provide consultation and technical expertise concerning College operations and activities.
13. Communicate effectively both orally and in writing.
14. Direct the development of a variety of reports, records, and files related to assigned tasks and activities; prepare comprehensive narrative and statistical reports.
15. Develop and implement goals, objective, policies, procedures, work standards, and internal controls for departments and programs.
16. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner; oversee the expenditure and reporting of funds related to program requirements and College fiscal policies.
17. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
18. Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
19. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
20. Conduct effective negotiations and effectively represent the Division and the College with governmental agencies, legislative bodies, and educational organizations.
21. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
22. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
23. Operate modern office equipment including computer equipment and specialized software applications programs.
24. Communicate effectively and clearly in person and through various medium.
25. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Master's degree from a regionally accredited college or university with major coursework in fields related to student services, student affairs, student development, persistence and retention, or educational equity.
- Five (5) years of increasingly responsible experience involving leadership of student support services, program development, and outcomes measurement of specialized programs for diverse students.

Preferred Qualifications:

- Direct oversight at a dean or director level of student services programs and departments.
- Experience in program accountability and measurement, outcomes assessment, strategic planning, and research specifically related to student services, student development, persistence and retention, and programs and services designed to serve diverse student populations.
- Knowledge of community college students and the unique educational issues within community colleges impacting student success.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

This is primarily a sedentary office classification although standing and walking between work areas may be required. Must possess mobility to work in a standard office and classroom setting; operate a motor vehicle and to visit various on and off campus sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment Occasional bending, stooping, kneeling, reaching, pushing, and pulling. Ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office and classroom environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with upset staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.